

Falls Church Recreation & Parks Department
Winter, Spring and Summer Camps
Refund Policy

The Recreation & Parks Department will provide a full credit or refund for any summer camp if the camp is canceled by the Department or *upon request* when schedule or location changes made by the Department prohibit or limit an individual's ability to attend a camp.

To request a credit or refund for any reason other than those stated above a "Request for Refund/Household Credit must be completed and submitted. All requests are handled using the following guidelines:

- When a request is made fourteen or more calendar days before the activity starts a refund is granted less a 20% processing fee and a credit is granted less a 10% processing fee.
- When a request is made less than fourteen calendar days before a camp starts no refund or credit will be granted unless there is a medical reason (doctor's note required) or for relocation of at least 25 miles from the City of Falls Church. If a refund or credit is granted for medical reasons or because a class participant has moved the refund will be assessed a 20% processing fee or the credit a 10% processing fee.
- No refunds or credits will be granted once a camp has ended

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Falls Church Recreation & Parks Department
Class and Athletic Programs
Refund Policy

The Recreation & Parks Department will provide a full credit or refund for an activity if the activity is canceled by the Department or *upon request* when schedule or location changes made by the Department prohibit or limit an individual's ability to attend an activity.

To request a credit or refund for any reason other than those stated above a "Request for Refund/Household Credit must be completed and submitted. All requests are handled using the following guidelines:

- When a request is made ten or more calendar days before the activity starts a refund is granted less a 20% processing fee and a credit is granted less a 10% processing fee.
- When a request is made five to nine calendar days before an activity starts no refunds will be granted, but a credit will be granted less a 10% processing fee.
- When a request is made less than five calendar days before an activity starts no refund or credit will be granted unless there is a medical reason (doctor's note required) or for relocation of at least 25 miles from the City of Falls Church. If a refund or credit is granted for medical reasons or because a class participant has moved the refund will be assessed a 20% processing fee or the credit a 10% processing fee.
- No refunds or credits will be granted once an activity has ended



City of Falls Church
Recreation and Parks Department
703-248-5077 // Fax 703-536-8150

Refund/Credit Request Form

*Please read the Refund/Credit Policies above.
This information was published in the activity brochure and online.*

Date: _____

Primary Household Name: _____

Address: _____

Work Telephone Number: _____ Home Telephone Number: _____

Name of Person enrolled in Activity: _____

Activity Description: _____
(ex.: Yoga)

Activity No.: _____
(ex.: 250603-A)

First Day of Activity: _____
(Date Activity starts: ex. 4/1/05)

Reason for Request (please be specific and give as much detail as possible):

Signature: _____

A credit to your account can be made in a few days and may be used for future registrations/purchases.
A refund check takes 4-8 weeks to be mailed to you.

Requesting (check one): Credit to Recreation Division Account _____ Refund _____

Office Use Only:

Class/Camp/Athletic Specialist: _____

Director's Approval: _____

Refund less 20 % _____

Credit less 10% _____

No Refund/Credit _____

Refund less 20% + prorate _____

Credit less 10% + prorate _____